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ABSTRACT OF THE DISCLOSURE

The hotel management system installed in the hotel, for comprehensively managing the using state in a plurality of hotel facilities including casino comprises: the card issuing machine 4b for issuing the
5 identification card 20 to the hotel user, the identification card 20 having the identification number differently allotted every hotel user and capable of being used in the casino 22 and the other hotel facilities (the front desk 4, the restaurant 6, the bar lounge 8, the guest room 16); the reading device (the
10 reading device 60, 164, the card reader 6b, 8b, 16b) installed in each of the hotel facilities (the casino 22, the front desk 4, the restaurant 6, the bar lounge 8, the guest room 16) for reading the identification number recorded in the identification card 20 issued by the card issuing machine 4b; and the
managing devices (the hotel server 2, the house card server 18, the service server 10, the intra service server 12, the tabulation-analysis server 62, the
15 casino deposit server 66, the PTS server 56, the multimedia server 14) for managing the using state in each of the hotel facilities corresponding to the identification number read by the reading device.